

## COVER LETTER

**Dear Leaders,**

Hope you doing very well,

I am interested to become one of the team member in your luxury property, and would like to apply as a restaurant manager, also I would like to inform you that I have been working on many pre-openings projects building friendly team able to setup all the F&B offering, have great experience as a mixologist able to develop the restaurants featuring as well as creating a memorable and extraordinary level of service. I'm classy person highly talented working with integrity and honestly and providing training to enrich the performance of my colleagues, professional attitude and leadership management skills very passionate about the F&B new world able to deliver trendy and catchy concept, and have the ability of enriching the quality and service with elegant techniques of service, also will be a real asset to your great leading company in the hospitality industry.

Looking forward to work at your extraordinary company, it been pleasure to hear about this opportunity, I will be very lucky to have the chance to take the interview with you, I have my proven success record which I will be proud to discuss it with you.

In closing I would like to thank you for your time and consideration, and I hope to have the opportunity to have the interview with you in person.

I will be very happy to become one of this family.

Your reply is highly appreciated,

Best regards,

Wdarwish

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## AHMED ABU BAKR

### DIRECTOR OF OPERATIONS



**Birth Date:** 19 Sep 1975

**Nationality:** Egyptian, Alexandrian

**Visa Status:** Resident

**Residence Location:** Saudi Arabia, Riyadh

**Home Address:** Alexandria, Saba Pasha

**Marital Status:** Married

#### EDUCATION

Faculty of Tourism and Hotels, Helwan University

**B.Sc. In “Hotel Management”**

#### QUALITIES & SKILLS

- Specialist knowledge of Microsoft office (Advanced level).
- Handling complaints. (All models).
- E-Cristal specialist level 3 food safety & hygiene.
- Able to set SOP's for all department.
- Hotel's systems (PMS, Fidelio, Know cross, MC, Micros & EMMA).
- Train the trainer.
- Managing business priorities.
- High personality in team leading.
- Working with a team.
- Good presentation in PowerPoint.
- Time management skills.
- Develop the property facilities.
- First Aid, Firefighting.

#### LANGUAGES

	Skill Level	Years of Experience
Arabic		Mother Language
English	Advanced	Second Language
French	Intermediate	three years

#### PROFESSIONAL SKILLS

- Middle East management experience in a multi-cultural environment including downtown, Boutique, Huge Hotels & Resorts.
- Multinational hotel experience: Movenpick, Ritz Carlton, Four Seasons, Raffles, Swissotel, Al Faisaliah, Intercontinental & Radisson collection.
- An Hotelier with a theoretical base & practical career.
- A real leader and team player who leads by example & continuous coaching.
- An expert in Hotels & Resorts' pre/soft openings as I have had the Opening experience through all the Companies I had worked for.
- Critical path creator for pre-opening assignments for Operations

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## ACHIEVEMENTS

- Employee of the Year in Movenpick El Golf Resort as an opening team member.
- Departmental Trainer of the Front Office in Ritz Carlton Sharm El Sheikh as an opening team member.
- Achieved the best up seller of the Front Office team in Four Seasons Cairo @Nile Plaza for several times as an opening team member.
- The First Night Manager with the Department Head's privileges due to my outstanding leadership & coaching skills as an opening team member.
- The first administrator in KSA of Raffles Management system (RMS) which is a silent mode of communication and an effective system to track the services offered to be in a timely manner & identify the point of weakness to work on its improvement as an opening team member.
- I had the opening experience of Swissotel Makkah as the Front Office Manager in charge by leading, training a team of 95 employees running 1487 units in a smooth operational style.
- I returned to Raffles Makkah palace to lead the Front Office team & provide the finest service in the only suites' Hotel in Makkah with a unique Butler service & achieving the highest Revenue per available rooms all over the market in 2015.
- I achieved the opening of Al Faisaliah Resort & Spa which was previously managed by Rose wood, where I am the leader who created the SOP's & LQA's of the Front Office team, the loyalty program, incentive program & offered a lateral service in building the Recreational activities.
- I was managing the Quality assurance department in the Resort monitoring the flow of business sometimes as a lobby ambassador by being in the reception of High-profile guests, celebrities & politicians. I am on the top of the social media reviewing team & analyzing the points of strength & weakness & implementing different selling strategies to maximize the Resort's revenue.

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## PROFESSIONAL EXPERIENCE



**September 2020 : Till Now**

**Director of Operations** (Senior Management)

**Location:** Nofa Riyadh, A Radisson Collection Resort, Riyadh, Saudi Arabia.

**Facilities:** 57 private villas, Entertainment center & Wild Park Safari.

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**March 2018 – April 2020 : 2 years**

**Manager on Duty** (Senior Management)

**Location:** Intercontinental Durrat Al Riyadh, Riyadh, Saudi Arabia.

**Facilities:** 152 units & 10 villas.

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**April 2016 – February 2018 : 2 years**

**"Promoted "Quality Assurance Manager** (Senior Management)

**Front Office Manager**

**Location:** Rosewood Al Faisaliah Resorts & Spa pre-opening period.



**RAFFLES**  
MAKKAH PALACE  
SAUDI ARABIA  
قصر مكة رافلز

**September 2015 – March 2016 : 1 years**

**Front Office Manager** (Rooms Division)

**Location:** Raffles Makkah Palace.

**Facilities:** 212 suites.



**March 2012 – August 2015 : 3 years**

**Assistant Front Office Manager** (Rooms Division)

**Location:** Swissotel Makkah

**Facilities:** 1487 units.



**RAFFLES**  
MAKKAH PALACE  
SAUDI ARABIA  
قصر مكة رافلز

**May 2010 – February 2012 : 2 years**

**Raffles Service Manager** (Rooms Division)

**Location:** Raffles Makkah Palace.

**Facilities:** 222 Suites with a unique Butler service.



**FOUR SEASONS**

**April 2007 – April 2010 : 3 years**

**Night Manager** (Rooms Division)

**Location:** Four Seasons San Stefano, Alexandria.

**Facilities:** Boutique Hotel, 114 units.



**FOUR SEASONS**

**March 2004 – March 2007 : 3 years**

**Front Office Shift Leader** (Front Office)

**Location:** Four Seasons Cairo, Nile Plaza, Cairo.

**Facilities:** 214 units.



**THE RITZ-CARLTON®**

**January 2000 – June 2003 : 3 years**

**Front Office Supervisor** (Front Office)

**Location:** Ritz Carlton Sharm El Sheikh.

**Facilities:** 266 units.



**MÖVENPICK**

Hotels & Resorts

**March 1999 – January 2000 : 2 years**

**Telephone Operator** (Front Office)

**Location:** Movenpick El Golf Resort.

**Facilities:** 314 units.

**CAREER LEVEL**

**Career Level:** Expert | **Notice Period to Work:** One month

**PREFRANCE**

**Available when requested**